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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Russell F. Gloor *et al.*

Examiner: Reagan, James A.

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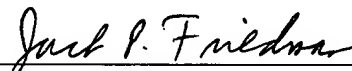
For: **BUSINESS METHODS FOR QUALITY ASSURANCE OF SERVICES**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT UNDER 1.312

Sir:

The Examiner erroneously listed on the Notice of Allowability dated July 27, 2004, the allowed claims as 1-4, whereas the true allowed claims are 1, 2 and 4. Claim 3 was cancelled.



Jack P. Friedman
Reg. No. 44,688

Dated: 08/09/2004

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